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October 18, 1999

RECEIVED

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Written Ex Parte in CC Docket No. 98-121

Dear Ms. Salas:

This is to inform you that BellSouth Corporation has made a written ex parte to William Agee, a senior attorney in the Common Carrier Bureau's Policy and Program Planning Division. That ex parte consists of a copy of the latest revision to the Master Test Plan governing the third-party testing of BellSouth's OSS in Georgia.

Pursuant to Section 1.1206(b)(1) of the Commission's rules, we are filing two copies of this notice and that written ex parte presentation in the docket identified above. Please associate this notification with the record in that proceeding.

Sincerely,

Kathleen Levitz /DF
Kathleen B. Levitz

Attachment

cc: William Agee (w/o attachment)
Andrea Kearney (w/o attachment)

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List ABCDE

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October 18, 1999

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW
Atlanta, GA 30334

Dear Ms. O'Leary:

Re: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U.

Enclosed please find an original and twenty-six (26) copies of the BellSouth Georgia OSS Third Party Master Test Plan version 3.0 and the Flow-Through Evaluation version 2.0. These documents are updates to versions filed with the Commission on August 20, 1999.

The updated documents contain material that is designed to provide the Commission and other interested parties with additional detail about various aspects of the evaluations. Additionally, the revised Plan reflects changes in the respective roles and responsibilities of KPMG and Hewlett-Packard.

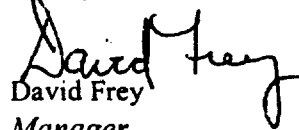
The updated material does not constitute a change in direction with respect to the testing, nor is it in conflict with the Commission's July 2, 1999 order approving BellSouth's Third Party Testing Plan.

Please file the document and return one (1) file-stamped copy of the document to us in the enclosed envelope. Also enclosed is an Electronic Filing Transmittal Sheet and diskette containing the document.

Thank you for your cooperation in this matter.

Very truly yours,

KPMG LLP


David Frey
Manager

Enclosures



KPMG LLP, KPMG LLP, a U.S. limited liability partnership, is a member of KPMG International, a Swiss association.

CERTIFICATE OF SERVICE

Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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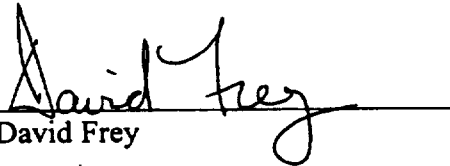
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This 18th day of October, 1999.


David Frey

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(404) 222-3000

BellSouth - Georgia OSS Evaluation Master Test Plan

Version 23.0

~~August 16~~October 15, 1999

BellSouth-Georgia OSS Evaluation Master Test Plan Document Organization Summary

<i>Section</i>	<i>Section Title</i>	<i>Description</i>
I	Document Control	Defines document version control, distribution, and approval requirements.
II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
III	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	Forecasting & Change Management Test Section	Describes the tests and methodologies to be applied to the Forecasting & Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the Test.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D-1	Evaluation Criteria	Lists the process evaluation criteria that will be collected as part of the Test.
Appendix D-2	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
Appendix E	Test Cycles	Describes the test cycles that will be executed as part of the Test.
Appendix F	References	Lists the references used in developing this document.

Appendix G	Glossary	Lists the terms and definitions used throughout this document.

I. Document Control

A. Distribution

Distribution List			
	Georgia Public Service Commission		
	David Burgess	Georgia Public Service Commissioner	10/18/99
	Leon Bowles	Georgia Public Service Commission Staff	10/18/99
	KPMG LLP		
	Michael Weeks	Third Party OSS Testing Audit Director Engagement Partner	10/18/99
	Ray Sears	Engagement Partner	10/18/99
	David Frey	Engagement Manager	10/18/99
	Hewlett-Packard		
	Dale Hatcher	HP Consulting Partner	
	Patricia Gill	Program Manager 271 Compliance	
	BellSouth		
	William Stacy	ICS Access Certification Program Sponsor	10/18/99
	Bennett Ross	BellSouth Legal	10/18/99

Figure I - I: Distribution List ~~For~~ for Document

B. Approved By

Approval List		
David Burgess	Georgia Public Service Commissioner	
Leon Bowles	Georgia Public Service Commission Staff	
Michael Weeks	KPMG Third Party OSS Testing Audit Director	

Figure I - II: Approval List ~~For~~ for Document

C. Version Control

Draft 1.0	March 19, 1999	Draft version for project review.
Draft 2.0	May 21, 1999	Working draft for internal review.
Draft 2.1	May 25, 1999	Working draft for KPMG/BellSouth review.
Draft 2.2	May 27, 1999	Working draft for final review.
Final 1.0	May 29, 1999	Final copy for Georgia PSC review.
Version 2.0	August 16, 1999	Revisions for corrections and clarifications.
<u>Version 3.0</u>	<u>October 15, 1999</u>	<u>Revisions for corrections and clarifications.</u>

Figure I - III: Version Control

D. Revision Notes

Version 3.0 – With Changes Showing 10/15/99	
<u>Global Changes</u>	The following changes were made within each Master Test Plan Section:
1.	References to HP as the test manager were removed and KPMG was inserted as the test manager.
2.	References to the audit of the test have been removed including references, which state that the results summary and performance data should be delivered to KPMG.
3.	Footers were changed to reflect the correct date and version.
4.	References to "performance metrics" were changed to "evaluation metrics" so as to be consistent and avoid confusion.
5.	References to the "Systems Scalability Evaluation" were changed to "Systems Capacity Management Evaluation".
6.	References to "post mortem" analysis has been removed from the exit criteria.
II. Introduction	
<u>A. Background, Page II-2</u>	Text and editorial changes
<u>Page II-2</u>	Test Manager's Interfaces: Text and editorial changes
<u>Page II-2, 3</u>	Functional testing environment: Text and editorial changes
<u>Page 3</u>	Other support functions: Text and editorial changes
<u>B. Scope, Page II-3,4</u>	Text and editorial changes
<u>Page II-4</u>	Logical Scope: Text and editorial changes
<u>Page II-5</u>	Processes: Text and editorial changes
<u>Page II-9, 10</u>	Test Objectives: Test name changes, text and editorial changes
<u>Page II-10</u>	Deliverable Scope: Text and editorial changes
<u>C. Goals and Objectives, Page II-11</u>	Goals: Text and editorial changes
<u>Page II-11, 12</u>	2.0 Objectives: Text and editorial changes
<u>D. Document Audience/Vendor Selection, Page II-12, 13</u>	Text and editorial changes
<u>E. Assumptions, Page II-14, 15</u>	Text and editorial changes
<u>F. Document Structure, Page II-16</u>	Text and editorial changes
III. Test Plan Framework	
<u>A. Scope, Page III-1</u>	Test name change
<u>B. Approach, Page III-2</u>	Text and editorial changes
<u>Page III-4</u>	Text and editorial changes
<u>C. Evaluation & Results, Page III-5, 6</u>	Text and editorial changes
<u>D. Entrance and Exit Criteria, Page III-6,7,8</u>	Text and editorial changes
IV. Pre-Order	
<u>A. Overview, Page IV-1</u>	Text and editorial changes

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Version 3.0 – With Changes Showing 10/15/99		
<u>B. Scope, Page IV-1, 2</u>	<u>Test name change, text and editorial changes</u>	
<u>C. Test Cycles, Page IV-2,3</u>	<u>Description: Text and editorial changes</u>	
<u>Page IV-3,4</u>	<u>Objective: Text added for clarification.</u> <u>Entrance Criteria: Text and editorial changes</u>	
<u>Page IV-5,6,7,8</u>	<u>1.4 Test Scope: Test process clarification.</u>	
<u>Page IV-8,9</u>	<u>1.5 Test Activities: Text and editorial changes</u>	
<u>Page IV-9,10</u>	<u>1.6 Exit Criteria: Text and editorial changes</u>	
<u>Page IV-10</u>	<u>Description: Text and editorial changes</u>	
<u>Page IV-10,11</u>	<u>2.3 Entrance Criteria: Text and editorial changes</u>	
<u>Page IV-11</u>	<u>2.4 Test Scope: Text and editorial changes</u>	
<u>Page IV-12</u>	<u>2.5 Test Activities: Text and editorial changes</u>	
<u>Page IV-12</u>	<u>2.6 Exit Criteria: Text and editorial changes</u>	
<u>Page IV-12,13</u>	<u>3.1 Description: Text and editorial changes</u>	
<u>Page IV-13,14</u>	<u>3.3 Entrance Criteria: Text and editorial changes</u>	
<u>Page IV-14</u>	<u>3.4 Test Scope: Text and editorial changes</u>	
<u>Page IV-14,15</u>	<u>3.5 Test Activities: Text and editorial changes</u>	
<u>Page IV-15</u>	<u>3.6 Exit Criteria: Text and editorial changes</u>	
<u>Page IV-16</u>	<u>5.1 Description: Text and editorial changes</u>	
<u>Page IV-16</u>	<u>6.0 Test name change.</u>	
<u>Page IV-16</u>	<u>6.1 Description: Test name change, text and editorial changes</u>	
<u>Page IV-17</u>	<u>6.2 Objective: Test name change, text and editorial changes</u>	
<u>Page IV-17,18</u>	<u>6.3 Entrance Criteria: Text and editorial changes</u>	
<u>Page IV-18,19</u>	<u>6.4 Test Scope: Test name change, test process clarification, text and editorial changes</u>	
<u>Page IV-19,20</u>	<u>6.5 Test Activities: Test name change, text and editorial changes</u>	
<u>Page IV-20</u>	<u>6.6 Exit Criteria: Text and editorial changes</u>	
<u>V. Order</u>		
<u>A. Overview, Page V-1</u>	<u>Text and editorial changes</u>	
<u>B. Scope, Page V-1,2</u>	<u>Test name change, text and editorial changes, test added.</u>	
<u>C. Test Cycles, Page V-2,3,4</u>	<u>Text and editorial changes</u>	
<u>Page V-4</u>	<u>1.2 Objective: Text and editorial changes</u>	
<u>Page V-4,5</u>	<u>1.3 Entrance Criteria: Text and editorial changes</u>	
<u>Page V-5,6</u>	<u>1.4 Test Scope: Test process clarification, Text and editorial changes</u>	
<u>Page V-7,8</u>	<u>1.5 Test Activities: Text and editorial changes</u>	
<u>Page V-8</u>	<u>1.6 Exit Criteria: Text and editorial changes</u>	
<u>Page V-9,10</u>	<u>2.1 Description: Text and editorial changes</u>	
<u>Page V-10</u>	<u>2.2 Objective: Text and editorial changes</u>	
<u>Page V-10,11</u>	<u>2.3 Entrance Criteria: Text and editorial changes</u>	
<u>Page V-11,12,13</u>	<u>2.4 Test Scope: Test process clarification, text and editorial changes, test added</u>	
<u>Page V-13,14</u>	<u>2.5 Test Activities: Text and editorial changes</u>	

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Page V-14,15	2.6 Exit Criteria: Text and editorial changes	
Page V-15	3.1 Description: Text and editorial changes	
Page V-16,17	3.3 Entrance Criteria: Text and editorial changes	
Page V-17	3.4 Test Scope: Text and editorial changes	
Page V-17,18	3.5 Test Activities: Text and editorial changes	
Page V-18,19	3.6 Exit Criteria: Text and editorial changes	
Page V-19	4.1 Description: Text and editorial changes	
Page V-20,21	4.3 Entrance Criteria: Text and editorial changes	
Page V-21	4.4 Test Scope: Text and editorial changes	
Page V-21,22	4.5 Test Activities: Text and editorial changes	
Page V-22,23	4.6 Exit criteria: Text and editorial changes	
Page V-23	5.1 Description: Text and editorial changes	
Page V-23,24	5.3 Entrance Criteria: Text and editorial changes	
Page V-24	5.4 Test Scope: Text and editorial changes	
Page V-25	5.5 Test Activities: Text and editorial changes	
Page V-26	5.6 Exit Criteria: Text and editorial changes	
Page V-26	6.0 Test name change.	
Page V-26,27	6.1 Description: Test name change, text and editorial changes	
Page V-27	6.2 Objective: Test name change, text and editorial changes	
Page V-27,28	6.3 Entrance Criteria: Text and editorial changes	
Page V-28	6.4 Test Scope: Test name change, test process clarification, text and editorial changes	
Page V-29	6.5 Test Activities: Text and editorial changes	
Page V-29	6.6 Exit Criteria: Text and editorial changes	
Page V-29,30	7.1 Description: Text and editorial changes	
Page V-30	7.3 Entrance Criteria: Text and editorial changes	
Page V-31	7.4 Test Scope: Text and editorial changes	
Page V-32	7.5 Test Activities: Text and editorial changes	
Page V-32	7.6 Exit Criteria: Text and editorial changes	
Page V-33	8.1 Description: Text and editorial changes	
Page V-33	8.2 Objective: Text and editorial changes	
Page V-33,34	8.3 Entrance Criteria: Text and editorial changes	
Page V-34	8.4 Test Scope: Text and editorial changes	
Page V-35	8.5 Test Activities: Text and editorial changes	
Page V-35	8.6 Exit Criteria: Text and editorial changes	
Page V-36	9.1 Description: Text and editorial changes	
Page V-36	9.2 Objective: Text and editorial changes	
Page V-36	9.3 Entrance Criteria: Text and editorial changes	
Page V-37	9.4 Test Scope: Test process clarification, Text and editorial changes	
Page V-37,38	9.5 Test Activities: Text and editorial changes	
Page V-38	9.6 Exit Criteria: Text and editorial changes	

Version 3.0 – With Changes Showing 10/15/99		
<u>Page V-38 – V-41</u>	New test added.	
<u>VI. Billing</u>		
<u>A. Overview, Page VI-1</u>	Text and editorial changes	
<u>B. Scope, Page VI-1,2</u>	Test name change, text and editorial changes	
<u>C. Test Cycles, Page VI-2,3</u>	1.1 Description: Text and editorial changes	
<u>Page VI-3,4</u>	1.3 Entrance Criteria: Text and editorial changes	
<u>Page VI-4,5</u>	1.4 Test Scope: Text and editorial changes	
<u>Page VI-5,6</u>	1.5 Test Activities: Text and editorial changes	
<u>Page VI-6</u>	1.6 Exit Criteria: Text and editorial changes	
<u>Page VI-6,7</u>	2.1 Description: Text and editorial changes	
<u>Page VI-7</u>	2.2 Objective: Text and editorial changes	
<u>Page VI-8</u>	2.3 Entrance Criteria: Text and editorial changes	
<u>Page VI-8</u>	2.4 Test Scope: Text and editorial changes	
<u>Page VI-9</u>	2.5 Test Activities: Text and editorial changes	
<u>Page VI-10</u>	2.6 Exit Criteria: Text and editorial changes	
<u>Page VI-10</u>	3.0 Test name change.	
<u>Page VI-10</u>	3.1 Description: Test name change, text and editorial changes	
<u>Page VI-11</u>	3.2 Objective: Test name change, text and editorial changes	
<u>Page VI-11</u>	3.3 Entrance Criteria: Text and editorial changes	
<u>Page VI-11,12</u>	3.4 Test Scope: Test name change, test process clarification, text and editorial changes	
<u>Page VI-12</u>	3.5 Test Activities: Test name change, text and editorial changes	
<u>Page VI-13</u>	3.6 Exit Criteria: Text and editorial changes	
<u>Page VI-13</u>	4.0 Test name change.	
<u>Page VI-13</u>	4.1 Description: Test name change, text and editorial changes	
<u>Page VI-13,14</u>	4.2 Objective: Test name change, text and editorial changes	
<u>Page VI-14</u>	4.3 Entrance Criteria: Text and editorial changes	
<u>Page VI-14,15</u>	4.4 Test Scope: Test name change, test process clarification, text and editorial changes	
<u>Page VI-15</u>	4.5 Test Activities: Test name change, text and editorial changes	
<u>Page VI-15,16</u>	4.6 Exit Criteria: Text and editorial changes	
<u>Page VI-16</u>	5.1 Description: Text and editorial changes	
<u>Page VI-16</u>	5.2 Objective: Text and editorial changes	
<u>Page VI-17</u>	5.3 Entrance Criteria: Text and editorial changes	
<u>Page VI-17</u>	5.4 Test Scope: Test process clarification, Text and editorial changes	
<u>Page VI-18</u>	5.5 Test Activities: Text and editorial changes	
<u>Page VI-18</u>	5.6 Exit Criteria: Text and editorial changes	
<u>Page VI-19</u>	6.1 Description: Text and editorial changes	
<u>Page VI-19</u>	6.2 Objective: Text and editorial changes	
<u>Page VI-19,20</u>	6.3 Entrance Criteria: Text and editorial changes	
<u>Page VI-20</u>	6.4 Test Scope: Test process clarification, Text and editorial changes	

Version 3.0 – With Changes Showing 10/15/99		
Page VI-20,21	6.5 Test Activities: Text and editorial changes	
Page VI-21	6.6: Exit Criteria: Text and editorial changes	
Page VI-21	7.1 Description: Text and editorial changes	
Page VI-22	7.2 Objective: Text and editorial changes	
Page VI-22	7.3 Entrance Criteria: Text and editorial changes	
Page VI-22	7.4 Test Scope: Test process clarification, text and editorial changes	
Page VI-23	7.5 Test Activities: Text and editorial changes	
Page VI-23,24	7.6 Exit Criteria: Text and editorial changes	
<u>VII. Maintenance and Repair</u>		
A. Overview, Page VII-1	Text and editorial changes	
B. Scope, Page VII-1, 2	Test name changes, text and editorial changes	
C. Test Cycles, Page VII-2,3,4,5,6	1.0 M&R-1 TAFI Functional Test: Text and editorial changes	
Page VII-7,8,9,10,11,12	2.0 M&R-2 ECTA Functional Test: Text and editorial changes	
Page VII-12,13,14,15,16	3.0 M&R-3 ECTA Normal Volume Performance Test: Text and editorial changes	
Page VII-16,17,18,19,20, 21	4.0 M&R-4 ECTA Peak Volume Performance Test: Text and editorial changes	
Page VII-21,22,23	5.0 M&R-5 TAFI Capacity Management Evaluation: Test name changes, text and editorial changes	
Page VII-24, 25,26	6.0 M&R-6 ECTA Capacity Management Evaluation: Test name changes, text and editorial changes	
Page VII-27,28,29	7.0 M&R-7: M&R Performance Results Comparison: Text and editorial changes	
Page VII-29, 30,31,32	8.0 M&R-8 TAFI Documentation Evaluation: Text and editorial changes	
Page VII-32,33,34	9.0 M&R-9 ECTA Documentation Evaluation: Text and editorial changes	
Page VII-34, 35,36,37	10.0 M&R-10 M&R Process Evaluation: Text and editorial changes	
<u>VIII. Change Management</u>		
A. Overview, Page VIII-1	Text and editorial changes	
B. Scope, Page VIII-1	Text and editorial changes	
C. Test Cycles, Page VIII-2, 3, 4, 5, 6, 7	Text and editorial changes	
Page VIII-3,4	1.1 Change Management Practice Review: Text and editorial changes	
Page VIII-4	1.2 Objective: Text and editorial changes	
Page VIII-4,5	1.3 Entrance Criteria: Text and editorial changes	
Page VIII-6	1.4 Test Scope: Text and editorial changes	
Page VIII-6	1.5 Test Activities: Text and editorial changes	
Page VIII-6,7	1.6 Exit Criteria: Text and editorial changes	
<u>Appendix A: Product Selection & Description</u>		
Page A-3	Text and editorial changes	
Page A-5,7	Unbundled Network Elements: Text and editorial changes	
Page A-12	Resale Products: Text and editorial changes	
<u>Appendix B1: Pre-Ordering Scenarios</u>		

Version 3.0 – With Changes Showing 10/15/99		
A. Primary Categories, Page B1-2	Text and editorial changes	
B. Test Case Definition (Secondary Requirements), Page B1-3	Text changes	
D. Pre-Ordering Scenario Descriptions, Page B1-5	Delete scenarios	
Appendix B2: Resale Ordering Scenarios		
B. Test Case Definition (Secondary Requirements), Page B2-4	Text and editorial changes	
C. Resale Ordering Coverage, Page B2-4,5,6,7	Text and editorial changes	
C. Resale Ordering Coverage, Page B2-5	Delete scenarios	
Appendix B2: Resale Ordering Scenarios		
Scenario #222	Modify scenario	
Scenario #226	Modify scenario	
Scenario #227	Delete scenario	
Scenario #228	Delete scenario	
Scenario #229	Delete scenario	
Scenario #230	Delete scenario	
Scenario #231	Delete scenario	
Appendix B3: UNE Ordering Scenarios		
A. Primary Categories, Page B3- 3,4	Text and editorial changes	
B. Test Case Definition (Secondary Requirements), Page B3-4	Text and editorial changes	
C. UNE Ordering Coverage, Page B3-5,6,7,8,9,10,11,12,13,14, 15,16,17,18,19,20,21,22	Text and editorial changes. Certain scenarios added. Certain scenarios deleted.	
D. UNE Ordering Test Scenarios, Page B3-23,24,25,26,27,28,29	Delete scenarios	
Appendix B3: UNE Ordering Scenarios		
UNE Scenarios-Combinations, Scenario #421	Delete scenario	
Scenario #426	Delete scenario	
Scenario #430	Delete scenario	
Scenario #431	Delete scenario	
Scenario #434	Delete scenario	
Scenario #439	Delete scenario	
Scenario #442	Delete scenario	

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Scenario #602	Add scenario	
Scenario #604	Add scenario	
Scenario #702	Add scenario	
Directory Listing Scenarios, Scenario #450	Delete scenario	
Scenario #451	Delete scenario	
Scenario #456	Modify scenario	
Scenario #457	Add scenario	
Scenario #458	Add scenario	
UNE Ordering Scenarios-Loops, Scenario #304	Delete scenario	
Scenario #306	Delete scenario	
Scenario #310	Delete scenario	
Scenario #316	Delete scenario	
Scenario #620	Add scenario	
Scenario #630	Add scenario	
Scenario #700	Add scenario	
Scenario #701	Add scenario	
Scenario #325	Modify scenario	
Scenario #327	Delete scenario	
Scenario #331	Delete scenario	
Scenario #332	Delete scenario	
Scenario #336	Delete scenario	
Scenario #352	Delete scenario	
Scenario #356	Delete scenario	
Scenario #360	Delete scenario	
Scenario #361	Delete scenario	
Scenario #800	Add scenario	
UNE Scenarios-NP, Scenario #373	Modify scenario	
Scenario #374	Modify scenario	
Scenario #375	Modify scenario	
Scenario #376	Delete scenario	
Scenario #378	Delete scenario	
Scenario #379	Delete scenario	
Scenario #380	Delete scenario	
Scenario #383	Modify scenario	
Scenario #384	Modify scenario	
Scenario #385	Modify scenario	
Scenario #801	Add scenario	
Scenario #394	Delete scenario	
UNE Ordering Scenarios-Ports, Scenario #407	Modify scenario	
Scenario #413	Delete scenario	
Scenario #416	Delete scenario	
Appendix B5: Maintenance & Repair Scenarios		
A. Primary Categories Page B5-2	Text and editorial changes	

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<u>C. Maintenance & Repair Coverage</u> <u>Page B5-5,6,7,8,9,10,11,12</u>	Text and editorial changes	
<u>D. Maintenance & Repair Scenarios</u> <u>Page B5-13,14,15,16</u>	Text and editorial changes	
Appendix B5: Maintenance & Repair Scenarios		
<u>Scenario #601</u>	Delete scenario	
<u>Scenario #602</u>	Modify scenario	
<u>Scenario #603</u>	Delete scenario	
<u>Scenario #604</u>	Delete scenario	
<u>Scenario #605</u>	Modify scenario	
<u>Scenario #606</u>	Delete scenario	
<u>Scenario #607</u>	Modify scenario	
<u>Scenario #608</u>	Modify scenario	
<u>Scenario #609</u>	Modify scenario	
<u>Scenario #610</u>	Delete scenario	
<u>Scenario #611</u>	Modify scenario	
<u>Scenario #612</u>	Modify scenario	
<u>Scenario #613</u>	Delete scenario	
<u>Scenario #614</u>	Delete scenario	
<u>Scenario #615</u>	Delete scenario	
<u>Scenario #616</u>	Delete scenario	
<u>Scenario #617</u>	Delete scenario	
<u>Scenario #618</u>	Modify scenario	
<u>Scenario #619</u>	Modify scenario	
<u>Scenario #620</u>	Delete scenario	
<u>Scenario #621</u>	Modify scenario	
<u>Scenario #622</u>	Modify scenario	
<u>Scenario #623</u>	Delete scenario	
<u>Scenario #624</u>	Delete scenario	
<u>Scenario #625</u>	Delete scenario	
<u>Scenario #626</u>	Modify scenario	
<u>Scenario #627</u>	Modify scenario	
<u>Scenario #628</u>	Modify scenario	
<u>Scenario #629</u>	Modify scenario	
<u>Scenario #631</u>	Modify scenario	
<u>Scenario #632</u>	Delete scenario	
<u>Scenario #633</u>	Modify scenario	
<u>Scenario #634</u>	Modify scenario	
<u>Scenario #635</u>	Modify scenario	
<u>Scenario #636</u>	Delete scenario	
<u>Scenario #637</u>	Delete scenario	
<u>Scenario #638</u>	Delete scenario	
<u>Scenario #639</u>	Delete scenario	
<u>Scenario #640</u>	Modify scenario	
<u>Scenario #641</u>	Delete scenario	
<u>Scenario #642</u>	Modify scenario	

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Scenario #643	Modify scenario	
Scenario #644	Modify scenario	
Scenario #645	Modify scenario	
Scenario #646	Modify scenario	
Scenario #647	Delete scenario	
Scenario #648	Modify scenario	
Scenario #649	Delete scenario	
Scenario #650	Modify scenario	
Scenario #651	Modify scenario	
Scenario #652	Modify scenario	
Scenario #653	Modify scenario	
Scenario #654	Delete scenario	
Scenario #655	Delete scenario	
Scenario #656	Delete scenario	
Scenario #657	Delete scenario	
Scenario #658	Delete scenario	
Scenario #659	Delete scenario	
Scenario #660	Delete scenario	
Scenario #661	Delete scenario	
Scenario #662	Delete scenario	
Scenario #663	Delete scenario	
Scenario #664	Delete scenario	
Scenario #665	Delete scenario	
Scenario #666	Delete scenario	
Scenario #667	Delete scenario	
Scenario #668	Delete scenario	
Scenario #669	Delete scenario	
Appendix C: Volume Analysis Methodology		
D. Transaction Types, Page C-3	Text and editorial changes	
Appendix D1: Evaluation Criteria		
Page D1-2,3,4,5,6,7,8	Text and editorial changes	
IV. Pre-Ordering Test Section, Page D1-9,10,11,12,13,14,15	1.0 PRE-1 TAG Pre-Ordering Functional Test: Text and editorial changes	
Page D1-16,17	2.0 PRE-2 TAG Performance Results Comparison: Text and editorial changes	
Page D1-18,19	3.0 PRE-3 TAG Pre-Ordering Documentation Evaluation: Text and editorial changes	
Page D1-20,21	4.0 PRE-4 TAG Normal Volume Performance: Text and editorial changes	
Page D1-22,23	5.0 PRE-5 TAG Peak Volume Performance: Text and editorial changes	
Page D1-24	6.0 PRE-6 Pre-Order Processing Capacity Management Evaluation: Test name change, text and editorial changes	
V. Ordering and Provisioning Test Section, Page D1-25,26,27	1.0 O&P-1 EDI Functional Test: Text and editorial changes	

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<u>Page D1-28,29,30</u>	2.0 O&P-2 TAG Functional Test: Text and editorial changes	
<u>Page D1-31</u>	3.0 O&P-3 EDI/TAG Normal Volume Performance Test: Text and editorial changes	
<u>Page D1-32</u>	4.0 O&P-4 EDI/TAG Peak Volume Performance Test: Text and editorial changes	
<u>Page D1-33,34</u>	5.0 O&P-5 Provisioning Verification Test: Text and editorial changes	
<u>Page D1-35</u>	6.0 O&P-6 Order Processing Systems Capacity Management Evaluation: Text and editorial changes	
<u>Page D1-36,37,38,39</u>	7.0 O&P-7 O&P Performance Results Comparison: Text and editorial changes	
<u>Page D1-40,41</u>	8.0 O&P-8 EDI Documentation Evaluation: Text and editorial changes	
<u>Page D1-42,43</u>	9.0 O&P-9 TAG Documentation Evaluation: Text and editorial changes	
<u>Page D1-44</u>	10.0 O&P-10 EDI/TAG Production Volume Performance Test: Test added	
<u>VI. Billing Test Section, Page D1-45,46</u>	1.0 BLG-1 CRIS/CABS Invoicing Functional Test: Text and editorial changes	
<u>Page D1-47</u>	2.0 BLG-2 ODUF/ADUF Usage Functional Test: Text and editorial changes	
<u>Page D1-48</u>	4.0 BLG-4 CRIS/CABS Invoicing Capacity Management Evaluation: Test name change, text and editorial changes	
<u>Page D1-49</u>	5.0 BLG-5 ODUF/ADUF Daily Usage Capacity Management Evaluation: Test name change, text and editorial changes	
<u>Page D1-50,51</u>	6.0 BLG-6 Billing Performance Results Comparison: Text and editorial changes	
<u>Page D1-52</u>	7.0 BLG-7 CRIS/CABS Invoicing Documentation Evaluation: Text and editorial changes	
<u>Page D1-53</u>	8.0 BLG-8 ODUF/ADUF Documentation Evaluation: Text and editorial changes	
<u>VII. Maintenance and Repair Test Section, Page D1-54,55,56</u>	1.0 M&R-1 TAFI Functional Test: Text and editorial changes	
<u>Page D1-57,58,59</u>	2.0 M&R-2 ECTA Functional Test: Text and editorial changes	
<u>Page D1-59,60</u>	3.0 M&R-3 ECTA Normal Volume Performance Test: Text and editorial changes	
<u>Page D1-60,61</u>	4.0 M&R-4 ECTA Peak Volume Performance Test: Text and editorial changes	
<u>Page D1-62</u>	5.0 M&R-5 TAFI Capacity Management Evaluation: Test name change, text and editorial changes	
<u>Page D1-63</u>	6.0 M&R-6 ECTA Capacity Management Evaluation: Test name change, text and editorial changes	
<u>Page D1-64,65</u>	7.0 M&R-7 M&R Performance Results Comparison: Text and editorial changes	
<u>Page D1-66</u>	8.0 M&R-8 TAFI Documentation Evaluation: Text and editorial changes	
<u>Page D1-67</u>	9.0 M&R-9 ECTA Documentation Evaluation: Text and editorial changes	
<u>Page D1-68</u>	10.0 M&R-10 M&R Process Evaluation: Test added	
<u>VIII. Change Management Test Section, Page D1-69</u>	1.0 FCM-1 Forecasting Process Review: Test deleted	
<u>Page D1-69,70</u>	1.0 CM-1 Change Management Practices Review: Test number change, text and editorial changes	
<u>Appendix E: Test Cycles</u>		
<u>Page E-2</u>	Figure number change	
<u>Page E-3,4,5,6</u>	Text and editorial changes	
<u>Appendix G: Glossary</u>		
<u>Page G- 2,3,4,5,6,7,8,9,10,11,12, 13</u>	Text and editorial changes	

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Flow-Through Assessment	The scope of this work is under separate review.	

II. Introduction

A. Background

Section 271 of the Telecommunications Act of 1996 (the Act) stipulates that before BellSouth can offer in-region interLATA services, it must first demonstrate, among other things, compliance with the interconnection, unbundling, and resale obligations that are designed to facilitate competition.¹ An integral part of BellSouth's obligations under the Act is to offer nondiscriminatory access to operations support systems (OSS)² for the resale of its retail telecommunications services and the provision of unbundled network elements (UNEs).

The Georgia Public Service Commission (Georgia PSC) and the Federal Communications Commission (FCC) will evaluate BellSouth's compliance with this obligation by determining the following:

- whether BellSouth has deployed the necessary systems and personnel to provide sufficient access to each of the necessary OSS functions³
- whether the OSS functions that BellSouth has deployed are operationally ready, as established by performance measurements and other evidence of commercial usage.³

The FCC considers actual commercial usage to be the most probative evidence that OSS functions are operationally ready, but will also consider carrier-to-carrier testing, independent third-party testing, and internal testing in the absence of commercial usage.⁴

Compliance with these requirements will provide new entrants with the ability to obtain pre-ordering information, place service orders for their customers, submit trouble reports, and obtain billing information at a level deemed to be nondiscriminatory when compared with BellSouth's retail operations. BellSouth supports a variety of OSS interfaces, including machine-to-machine and terminal-type, which CLECs can use to access BellSouth's OSS and perform these functions.

¹ FCC's Second BellSouth Louisiana Order (LA II), paragraph 3.

² LA II, paragraph 83. The Federal Communications Commission (FCC) has defined OSS to be "the systems, information, and personnel that support network elements or services offered for resale."

³ LA II, paragraph 85.

⁴ LA II, paragraph 86.

In accordance with the direction provided by the Georgia PSC in its Order on Petition for Third Party Testing (Georgia Order), dated May 20, 1999, BellSouth has retained KPMG LLP (KMPG), ~~to audit, monitor, evaluate and report on the testing process and working with Hewlett-Packard (HP), to conduct feature, function, and volume and procedural tests of BellSouth's OSS and related support functions tests using BellSouth's interfaces.~~ This BellSouth-Georgia OSS Evaluation Master Test Plan (MTP) describes the required testing of BellSouth's OSS consistent with the requirements outlined by the Georgia PSC.

Test Manager's Interfaces

BellSouth offers a variety of systems, including both application-to-application interfaces and terminal-type/Web-based systems, that CLECs can use to access BellSouth's OSS to perform pre-order, order, maintenance and repair, and billing tasks. ~~In order to evaluate the functionality and performance of these interfaces, the Test Manager will employ the BellSouth-interfaces described in Figure II-IV will be evaluated as described in the Georgia Order.~~

BellSouth offers several options to CLECs wishing to access its OSS interfaces. For some interfaces BellSouth offers a commercially-available software kit (e.g., EDI-PC ~~[not evaluated in this test]~~). BellSouth also offers machine-to-machine interfaces that require CLECs to develop their own application or gateway (e.g. TAG, EDI LAN-to-LAN, ECTA).

BellSouth maintains a variety of test clients to assist CLECs with training and testing activities prior to production transactions. These test tools are also used for internal testing purposes. For certain tests outlined in this plan, due to operational and time constraints of the procedural Order, HP-KPMG/HP will be utilizing test clients to access interfaces during production. For example, HP-KPMG/HP will employ the "HP TAG ~~test~~ Test Client" for pre-order and order tests using the TAG interface. This application is made available to all CLECs. For maintenance and repair transactions using the ECTA (machine-to-machine) interface, KPMG/HP will utilize an ECTA test machine. The testing will evaluate the accuracy of the technical and business rule documentation provided by BellSouth to support the interfaces specified in the Georgia Order, as well as evaluate the functionality of the interfaces. This testing, combined with a review of the interface documentation and business rules, will provide evidence that CLECs are able to utilize the interfaces from the documentation and training BellSouth supplies, and to develop and submit accurate and complete transactions using these interfaces.

Functional testing environment

Following the completion of interface connectivity and system readiness testing, KPMG/HP will submit all functional test transactions in the regular BellSouth production environment. A series of scenarios designed to test pre-ordering and ordering, billing, maintenance and repair functionality with respect to Unbundled Network Elements (UNE) are outlined in the Appendices of this Master Test Plan MTP. KPMG, acting as

The Test Manager, will develop detailed test cases for each scenario and populate specific instances of each test case with accounts from the test bed resources allocated for this test. Instances of each test case will be submitted via the BellSouth interfaces to the back-end OSS. While the high-level test scenarios are described in this plan, BellSouth will not have knowledge of the detailed test cases prior to their submission.

A subset of the test cases will be carried through to provisioning, while others will stop with the generation of a Firm Order Confirmation (FOC). The 'live' accounts will be used for provisioning, billing, and a portion of the maintenance tests.

Volume testing environment

Normal and peak volume tests will be run against a volume test environment (RSIMMS) developed by BellSouth to support the transaction volumes specified in the test. KPMG will evaluate this environment to determine if the hardware and software configurations mirror those of BellSouth's production systems, except where additional hardware or software resources have been created to support the specified test volume. The entire volume test bed except CRIS is a duplicate of the production system. RSIMMS does access production CRIS.

Other support functions

KPMG will submit LSRs as a "virtual CLEC" and will access ~~Since HP will be submitting LSRs just as a CLEC, the usual support functions such as the Local Carrier Service Center (LCSC), and the Account Team, and CLEC training will also be utilized by KPMG/HP. Additionally, since HP's LSRs submitted by KPMG from functional testing will look just like any other CLEC's, they will be handled like any other CLEC's CLEC-submitted LSRs, and will be submitted without prior notification to BellSouth, (which is a "blind" test.)~~

B. Scope

The ~~design~~scope of the BellSouth-Georgia OSS Evaluation Test (tTest) ~~is~~was based on the Bell Atlantic - New York (BA-NY) Test Plan ~~and~~, adapted to conform to the Georgia Order to create this MTP.

In summary, the Georgia Order has mandated that the tTest specifically address the following elements of BellSouth's OSS infrastructure:

- electronic OSS interfaces (identified below)
- UNE analog loops (w/and w/out number portability - INP/LNP), UNE switch ports, and UNE business and residence loop-port combinations
- ~~all five~~four core OSS process domains (pre-ordering, ordering & provisioning, maintenance & repair, and billing)
- normal and peak volume testing of electronic interfaces to the pre-ordering, ordering, and maintenance & repair processes using a representative service mix of resale services and UNE transactions.

The PSC also requires an audit of BellSouth's Flow-Through Service Request report for the latest three months of data. An operational and functional ~~audit evaluation~~ of the calculations will be undertaken as part of a separate initiative; the MTP will support that ~~audit evaluation~~ by logging transaction data through test monitoring tools as well as BellSouth's transaction reporting system. The resulting comparison will assess the accuracy of BellSouth's performance measurement system, including error analysis.

Although not required by the Georgia Order, the testing will also address the business processes of forecasting for OSS volumes and change management of the electronic interfaces.

Logical Scope

The logical scope of the tTest has been broken down into several test domains~~dimensions~~. ~~Test domains~~These are groupings of organizationally similar concepts that help define the work required to meet the objectives of the tTest. ~~Each of these domains will be further defined in Section III and serve as the cornerstones for discussion throughout this MTP.~~ The following four test domains~~dimensions~~ have been defined for the Test:

- Business Processes
- Product Categories
- OSS Interfaces
- Test Objectives.

Each test domain dimension is broken down and discussed in greater detail in the sections below. ~~These domains and attributes are the foundation of what must be tested.~~ The scope of the test drives the scope of the test interface build (as specified in Section III-B) and analysis.

Processes

The ~~Process domain~~ Processes describes the primary functions performed by a CLEC in its routine daily operational interaction with BellSouth. These processes have been identified and defined in various FCC, Department of Justice (DoJ), Georgia PSC, CLEC, and BellSouth documents, testimony, and filings.

Pre-Ordering	Pre-Ordering addresses the activities that a CLEC undertakes with a customer to gather and verify the information necessary to construct an accurate local service request (LSR). Pre-ordering includes street address validation, telephone number assignment, service and feature availability, customer record information, and appointment or due date availability. ⁵
Ordering & Provisioning	Ordering begins with the CLEC submission of a local service request and continues through receipt of a Firm Order Confirmation (FOC) or reject message, including any status noticing <u>notification</u> in between. Provisioning begins with BellSouth's acceptance of a CLEC service order and continues through the activation of end user service and delivery of a Completion Notice (CN), including any validation, design, configuration, dispatch, testing and status noticing <u>notification</u> (e.g., jeopardy) in between.
Billing	Billing addresses the production and delivery of complete and accurate invoices and customer service usage reports such that CLECs may effectively manage their cash flows and provide accurate and timely bills to their end users. ⁶
Maintenance & Repair	Maintenance & Repair (M&R) addresses the network information and diagnostic tools that allow CLECs to diagnose and solve customer trouble complaints or otherwise assist customers who experience service disruptions. ⁷

⁵ LA II, paragraph 94.

⁶ LA II, paragraph 158.

⁷ LA II, paragraph 145.

Forecasting & Change Management	The Forecasting & Change Management business processes address the procedures, activities and documents relating to the development of volume projections and change control over OSS interfaces and documentation.
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Figure II - I: Business Process Descriptions

Product Categories

The Product Categories represent the two principal categories of products and services that BellSouth offers to CLECs in accordance with federal statutes. Each product category encompasses all business processes.

Resale	<p>Resale services are those retail telecommunications services that BellSouth offers to CLECs for resale at wholesale rates.⁸ The Georgia PSC mandates in the Georgia Order that resale services be included in the volume testing to ensure the appropriate service mix between UNEs and resale services. The following electronically ordered resale services and features will be included in the volume tests:</p> <p>Simple Resale (as specified in <i>Figure II - III</i>)</p> <p>ISDN Basic Rate Interface</p> <p>PBX Trunks</p> <p>Hunting</p> <p>Synchronet.</p>
UNEs	<p>UNEs may be characterized as individual components of the BellSouth network made available to CLECs, including local loops, local switching (ports), interoffice transmission facilities, signaling networks and call-related databases, among others.⁹ In the Georgia Order, the Georgia PSC focused the test on the following UNEs:</p>

⁸ LA II, paragraph 306.

⁹ LA II, paragraph 83.

Product Category Descriptions	
	2-wire analog loops (w/ and w/o number portability) 2-wire analog switch ports 2-wire analog business and residential loop-port combinations INP/LNP:

Figure II - II: Product Category Descriptions

Simple Resale Services & Features	
Flat Rate Residence	RingMaster®
Measured Rate Residence	Message Telephone Service (MTS)
Touchtone	TouchStar® - Call Tracing
Optional Calling Plan (OCP)	TouchStar® - Call Block
Integrated Package - Area Plus® with Complete Choice®, Complete Choice®	TouchStar® - Call Selector
Flat Rate/Basic Local Exchange	TouchStar® - Call Return
Measured Rate Business	TouchStar® - Repeat Dialing
Georgia Community Plan	TouchStar® - Preferred Call Forwarding
Area Plus®	MemoryCall®
Visual Director®	MemoryCall® Answering Service
Custom Calling - Speed Calling 8 & 30	Caller ID
Custom Calling - 3 Way Calling	Call Waiting
Custom Calling - Call Forward Variable	Call Waiting - Deluxe
Custom Calling - Remote Access to CF	Customized Code Restriction
	Enhanced Caller ID
	Remote Call Forwarding (RCF)

Figure II - III: Simple Resale Services and Features

Appendix A contains additional information regarding the resale services and UNEs that will be addressed as part of this Test.

OSS Interfaces

The OSS Interface ~~domain~~ dimension identifies the various electronic gateways available to CLECs for transacting business with BellSouth in each of the above mentioned Process domains. *Figure II-IV* describes the interfaces identified for testing in the Georgia Order and links each to its respective process domain.

TAG	BellSouth offers the Telecommunications Access Gateway (TAG) with a CORBA-based API as its transaction-based interface between BellSouth's OSS and CLEC clients for pre-ordering and ordering functionality. ¹⁰	Pre-Ordering Ordering & Provisioning
EDI	BellSouth offers the Electronic Data Interchange (EDI) as an application-to-application interface that allows CLECs to exchange local service requests, changes, and acknowledgments with BellSouth. ¹¹	Ordering & Provisioning
TAFI	BellSouth offers the Trouble Analysis Facilitation Interface (TAFI), a proprietary, interactive terminal-type OSS interface that provides CLECs with automated trouble reporting and screening functionality for telephone number assigned resale services and UNEs. ¹²	Maintenance & Repair
ECTA	BellSouth offers the Electronic Communication Trouble Administration (ECTA) standard machine-to-machine interface for local exchange trouble reporting and notification that supports both telephone number assigned and circuit-identified resale services and UNEs. ¹³	Maintenance & Repair

¹⁰ TAG API Programmers Guide, p. 2-5.

¹¹ BellSouth Local Exchange Ordering Implementation Guide, Volume 4, Issue 7d, January, 1999, p. 2-5.

¹² BellSouth CLEC TAFI End User Training and User Guide, Issue 6, September, 1998, p. 3.

¹³ LA II, paragraph 157.

ODUF	BellSouth offers the Optional Daily Usage File (ODUF) to provide CLECs with customer usage information on billable transactions for resold lines, Interim Number Portability (INP) accounts, and UNE ports. ¹⁴	Billing
ADUF	BellSouth offers the Access Daily Usage File (ADUF) to provide CLECs with customer usage information for interstate access services/calls originating from, and terminating to, UNE ports. ¹⁵	Billing
CRIS	BellSouth offers the Customer Record Information System (CRIS) as an invoiced billing information delivery vehicle that provides CLECs with call detail records, billable events, and billing charges associated with local and local toll for individual end users.	Billing
CABS	BellSouth offers the Carrier Access Billing System (CABS) as an invoiced billing information delivery vehicle that provides CLECs with bulk billed and call detail access usage as well as billing for designed UNEs.	Billing

Figure II - IV: OSS Interface Descriptions

Test Objectives

The Test Objectives provide a broad characterization of the type of testing to be conducted within each testing event. *Figure II-V* summarizes the Test Objectives that will be addressed in accordance with the Georgia Order:

Interface	This objective tests the ability of BellSouth to provide nondiscriminatory access to its OSS interfaces in support of the BellSouth-CLEC business relationship. The electronic interfaces tested will include both industry standard machine-to-machine and terminal-type interfaces.
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¹⁴ Stacy LA II Affidavit, paragraph 184-6.

¹⁵ LA II, paragraph 160.

Functionality	This objective tests the ability of BellSouth to provide electronic pre-ordering, ordering, provisioning, maintenance and repair, and billing-OSS functionality sufficient to allow CLECs a meaningful opportunity to compete in the local telecommunications services market. In accordance with the Georgia Order, this MTP will address functionality for UNEs only.
Performance	This objective will evaluate the transactional and operational testing conducted through the test facilities to determine whether the results repeated through the test process match the <u>corresponding</u> data and the reports generated by BellSouth's performance measurement systems. This Test Objective will include validation of BellSouth's OSS performance measure results to ensure that they are being accurately reported.
Volume & Scalability <u>Capacity Management</u>	This objective tests the ability of BellSouth's electronic OSS interfaces to support reasonably foreseeable transaction volumes.
Documentation	This objective tests the adequacy of BellSouth's OSS interface documentation in describing <u>used to describe</u> to CLECs how to <u>the implementation</u> and use all of the business rules and <u>technical specifications</u> defining the electronic OSS functions available to them.

Figure II - V: Test Objective Descriptions

Deliverable Scope

The following figure describes the primary deliverables for the Test:

BellSouth-Georgia OSS Evaluation Master Test Plan (MTP)	The MTP details the scope of the test, including the definition of test cycles, test scenarios for transactional testing, and the methodologies for test execution.
Severity 1, 2, and 3 Test Exception Reports <u>Interim Status Reports</u>	The Severity 1, 2, and 3 Test Exception Report contains a description and history of all open and closed critical defects identified during the test. <u>Status reports contain descriptions of major test activities and a summary of exceptions (defects in components [software, documentation, or procedures]) identified in the course of the evaluation.</u>

Test Results Reports	The Test Results Report is the formal summary of test results, including the quantitative data and the qualitative assessments that result from conducting the tTest. This is a formal report out on the results of the tTest.
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Figure II - VI: Test Deliverable Descriptions

C. Goals and Objectives

1.0 Goals

Test Scope

The overall goal of this document is to provide a comprehensive description of the plan to test BellSouth's OSS systems, interfaces, information, and processes in accordance with the Georgia Order. This MTP will be the foundation upon which individual tests will be designed and executed.

Test Results

The tTest will provide the results reports necessary ~~to assist be used by the~~ Georgia PSC, DoJ and FCC ~~into~~ assessing BellSouth's compliance with the provision of nondiscriminatory access to its OSS in support of CLEC entry into the local telecommunications services market.

2.0 Objectives

- **Assess ability of a CLEC to build interfaces to BellSouth's OSS with publicly available information.**

The tTest will assess the feasibility of building operational interfaces to BellSouth's OSS infrastructure from publicly and/or commercially available sources.

- **Verify the capacity ~~and/or scalability~~ of BellSouth's OSS gateways to meet future projected volumes.**

The tTest will ~~evaluate whether~~ verify that BellSouth's electronic pre-ordering, ordering, and maintenance & repair OSS gateways have the ability to process representative normal and peak transaction volumes for the year end 2001 (YE01) time frame. This segment of the tTest will address the

~~capacity management procedures scalability of the technology and architecture required to support the above mentioned volume forecasts, in addition to transactional testing of projected normal and peak volumes.~~

- **Verify the functionality of BellSouth's electronic OSS gateways.**

~~The tTest will verify that~~evaluate whether BellSouth's electronic OSS gateways support the applicable pre-ordering, ordering, provisioning, maintenance & repair, and billing functionality for UNEs.

D. Document Audience/Vendor Selection

The audience for this document includes those directly responsible for the design, development, execution, and reporting of specific tests and tTest results, and parties interested in the scope and results of the tTest. ~~The independent third party auditor (KPMG) and tester (HP) were designated and described in the Georgia Order as Firm B and Firm A, respectively. On September 2, 1999, KPMG was designated Test Manager. KPMG and HP were selected as a result of their superior qualifications as well as the substantial experience these firms have in similar projects in other states, such as New York.~~

Many of the following stakeholders are referred to throughout this document:

Georgia Public Service Commission

The Georgia PSC will ensure that this document meets the third party testing requirements outlined in the Georgia Order, including validation of test cycles, test scenarios, performance measures, and evaluation criteria. Additionally, the Georgia PSC is responsible for the final evaluation and interpretation of tTest results.

KPMG

~~KPMG is the independent third party auditor responsible for auditing the entire testing process, approving the MTP, and reporting the test results to the Georgia PSC. KPMG is responsible for:~~

- Preparation and approval of the specific test plans for each of the test domains, including Pre-ordering, Ordering and Provisioning, Billing, Maintenance and Repair, and Change Management, as well as all volume testing associated with each of these domains, consistent with the Commission's May 20, 1999 order and the MTP.
- Preparation of Local Service Request data, pre-ordering data, billing data, or any similar data required to implement the test plans described above.

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- Direction of the execution of the test plans, reporting of results, and preparation of the final report for the Commission.

Hewlett-Packard (HP)

HP is the independent third party responsible for conducting the feature, function, and volume tests using BellSouth's interfaces consistent with the requirements of the Georgia Order and for reporting the test results to KPMG. HP will be assigned the responsibilities of preparing the Testing Infrastructure which includes, (a) preparing interfaces to conduct the test plans developed by KPMG, (b) transmitting and receiving the test data, and (c) collecting and reporting the results to KPMG

Federal Communications Commission

The FCC may wish to observe the development, execution, and evaluation of the tTest in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

Department of Justice (DoJ)

The DoJ may wish to observe the development, execution, and evaluation of the tTest in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

CLEC Community

CLECs will use this document to understand the scope (breadth and depth) and results categories of the tTest, and to provide their comments as stipulated in the Georgia Order.

BellSouth

BellSouth will use this MTP to understand the testing framework and to prepare the test bed.

E. Assumptions

This section describes the project-level assumptions made in the development of this MTP. Many scope-related assumptions were derived directly from the Georgia Order. Others are based on analysis of regulatory orders, including the results of prior filings by

BellSouth and other RBOCs. Additional lower-level assumptions may be discussed within the appropriate sections of this document.

BellSouth Involvement & Support

- BellSouth will provide access to the applicable training courses and documentation in support of the tTest.
- BellSouth will provide the necessary resources, facilities, and support to set up the Build and the supporting test bed required to execute the tTest (*e.g.*, equipment, identification badges, interface security access, customer account information, test transaction tracking fields, etc.).
- BellSouth will process test transactions as part of normal production activities, including the provisioning of some test cases.
- BellSouth will allow KPMG and HP to observe wholesale processes on-site during applicable evaluation efforts.
- BellSouth will provide KPMG and HP access to historical data and current operational reports, as applicable, to complete the evaluation.
- BellSouth will maintain a stable OSS environment for the duration of the tTest.
- All BellSouth tools and documents made available to KPMG and HP are or will be made publicly available.

Test Scope

- The interfaces, products, and processes targeted in this evaluation are defined in the Georgia Order.
- The tTest will be conducted using a military-style approach. Each test target will be regression tested until all *Severity 1, 2, and 3* test exceptions are eliminated, or until a determination is made to halt testing of a target.
- BellSouth's resale telecommunications services will only be addressed in volume testing to ensure a valid mix of transaction types for the targeted OSS interfaces. No functional testing or process evaluation of resale services will be conducted as part of this tTest.
- Transaction projections will include volumes across BellSouth's entire nine state region even though the tTest is being designed and conducted in support of a Section 271 application for the state of Georgia.

- Transaction volume projections will be developed from actual data trends, CLEC forecasts, and market share loss curve case study analysis for the YE01 time frame.
- Volume testing of BellSouth's OSS interfaces will address normal and peak volumes for electronically submitted transactions.
- Volume testing of the ordering OSS interfaces will include orders that flow through to firm order confirmation (FOC), auto-clarified errors, and a representative sample of service requests and errors that fall out for manual processing.
- Volume testing of the billing and provisioning OSS interfaces is outside the scope of this tTest.
- Scalability-Capacity Management analyses will be conducted for BellSouth's OSS interfaces that deliver pre-ordering, ordering, provisioning, maintenance and repair, and billing functionality to CLECs.
- All manually submitted OSS process transactions are outside the scope of this tTest.
- The tTest will require the provisioning of a sample of UNE test cases.
- Testing the billing OSS infrastructure will require the generation of test calls across two consecutive billing cycles.
- Maintenance and repair trouble reporting transactional tests for new installs will be staggered in time such that any gaps between actual customer service activation and completion notice (CN) delivery will be addressed.
- Document analyses will address the information provided to CLECs by BellSouth (including that provided during training classes) for all identified OSS interfaces for both resale services and UNEs.

F. Document Structure

Document Structure		
I	Document Control	Defines document version control, distribution, and approval requirements.

II	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
III	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
IV	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
V	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
VI	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
VII	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
VIII	Forecasting & Change Management Test Section	Describes the tests and methodologies to be applied to the Forecasting & Change Management business processes.
Appendix A	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the tTest.
Appendix B-1	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
Appendix B-2	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
Appendix B-3	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
Appendix B-4	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
Appendix B-5	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
Appendix C	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
Appendix D-1	Evaluation Criteria	Lists the process Evaluation Criteria that will be collected as part of the tTest.

Appendix		Description
Appendix D-2	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
Appendix E	Test Cycles	Describes the test cycles that will be executed as part of the tTest.
Appendix F	References	Lists the references used in developing this document.
Appendix G	Glossary	Lists the terms and definitions used throughout this document.

Figure II-VII Document Overview